

Archived Email Questions and Answers

Ministry of Central Services

The document below answers common questions about the archive email move.

Last revised: February 2020

Last reviewed: February 2020

Next review: February 2021

1. Why are older archived email data files (“.pst” files) being moved to the cloud?

In 2018, the first step in implementing Microsoft Office 365 across government was completed with the transition of email to the Exchange Online platform. At the time of the transition, the majority of previous email was stored in the network drive (L: Drive).

The Ministry of Central Services is now completing the final step of the transition, migrating archived email (saved as “.pst” files) into the cloud. Users will now be able to access their archived email directly from an “Online Archive” folder in their Exchange Online email inbox.

This move will help bring all government users the benefits of using cloud-based Microsoft Office 365 technology, such as:

- Easier access to archived emails right in your email inbox for day-to-day use. Users will no longer need to log in using a virtual private network (VPN) to view archived email in archived “.pst” folders. Instead, archived email will be available through each user’s Outlook online email archive.
- Availability to archived emails through the Outlook Web Application.
- Additional mailbox storage space in the cloud for users’ archive emails.

2. Will I be affected by the archived email move?

If you have worked for government for less than four years, you likely won’t be affected by the project to move old archived email data files into the cloud. All of your archived emails should already be accessible in your Archive Online folder in Outlook, and not stored in the L:/ drive.

If you have worked for government for four or more years, you likely do have older archived email data files that need to be moved into the cloud. These files (“.pst” files) will be automatically moved from the L:/ drive into Exchange Online — the cloud-based Outlook email program used by government.

This will enable you to securely access your older archived emails in your online email archive folder in your Outlook application as well as the Outlook Web Application.

3. When will the move take place?

Migrations will be scheduled ministry by ministry from April to December 2020. Migrations will occur over weekends, to ensure the least disruption.

Your Service Level Coordinator will be in contact with you the week before and two days prior to your files moving to ensure you have the information you need to prepare for the move.

4. How can I access my emails during the move weekend?

If you require access to your email during these times, please either use the [Outlook Web Application](#) or your mobile device.

- Your login ID for this, and all Office 365 services is not your email address.
- To log in, please use your GoS username followed by @gov.sk.ca (eg: rjohnson@gov.sk.ca) and your windows password.

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5. How must I prepare for the move?

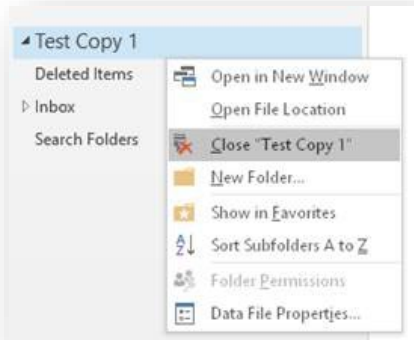
Your Service Level Coordinator will be in contact with you the week before, and two days prior, to your files moving to ensure you have the information you need to prepare for the migration.

In order to ensure your email is moved successfully, please take the following actions in advance of the move:

- **Log off** your computer before you leave on your last day of work;
- **Do not** use the Outlook application on your Government of Saskatchewan laptop or desktop over the weekend;
- **Do not** access the L:/ drive over the weekend

After the move: please follow the instructions below to disconnect the old archived L:/ drive email “.pst” file, to avoid receiving an error message.

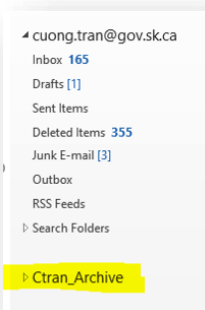
1. In Outlook, locate the old “.pst” file connection in the left navigation of your email. Right click on the title of it and in the menu that pops up, select “Close <name>”
***NOTE: if you had multiple “.pst” files on the L:/ drive, you will need to follow these instructions for each one you had.*



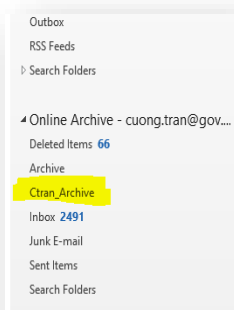
6. What will be different after the move?

Users who have been accessing older archived L:/ drive emails through Outlook (as in the “Old” picture below), will now need to use the “Online Archive” to access those files (as in the “New” picture below).

Old:



New:



If you had multiple “.pst” files stored in the L:/ drive before the move, you will see multiple archives named as they are currently in the “Online Archive”, after the move.

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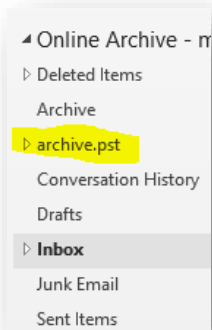
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If you had older archived email “.pst” data files in your L:/ drive, but did not access them through your Outlook, you will see these files newly available in your Outlook, located in your “Online Archive.” This supports government’s plan to maintain consistent and secure data storage and security.



7. Every time I open Outlook, I receive an error message saying my “.pst” cannot be found, what can I do?

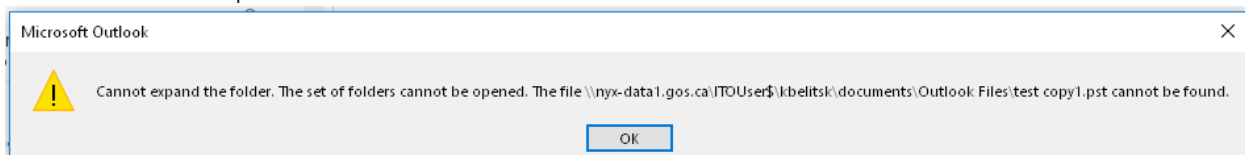
If you currently have “.pst” files connected to your Outlook on your Government of Saskatchewan computer, you will receive an error (pictured below) stating that your “.pst” file cannot be found after the move takes place.



This is the application looking for the link to the copy previously stored on the L:/ drive. Now that it is in the Online Archive, you will need to disconnect the old “.pst”.

The following steps will help you remove the link in Outlook to the file that is no longer found on the L:/ drive:

2. Click OK
3. You will be presented with the next error shown below.



4. Click OK

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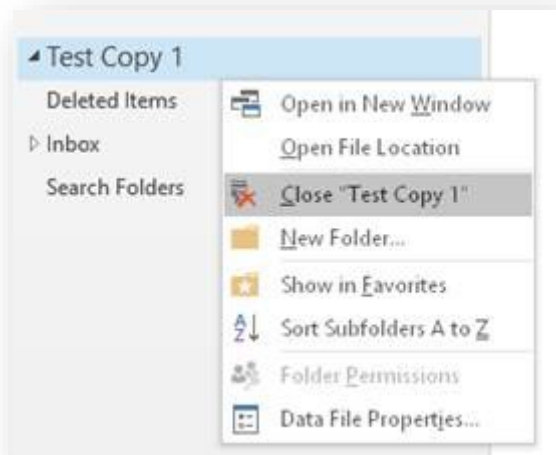
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5. In Outlook, locate the old “.pst” file connection in the left navigation of your email. Right click on the title of it and in the menu that pops up, select “Close <name>”



***NOTE: if you had multiple “.pst” files on the L:/ drive, you will need to follow these instructions for each one you had.*

8. How can I access support, if I experience issues?

Please contact the IT Service Desk by phone at 306-787-5000.